

Foster Parents GUIDE TO MEDICAID



“A provider may not bill, demand, collect, or accept payment from a client or anyone on the client’s behalf for a covered service. The client is not responsible to pay for a covered service even if Health and Recovery Services Administration (HRSA) does not pay for the service because the provider failed to satisfy the conditions or accept the “allowed” payment in the Billing Instructions per WAC 388-502-0160(1)(2).

Your provider is responsible for verifying if the client has medical coverage and the limitations of the coverage for the date of services they are requesting payment for.

HRSA has become aware that Foster Parents are paying for services covered by the department. Please remember to take the foster child to doctors or medical providers who accept the medical ID card.

When you are told that your child has medical coverage besides Medicaid but you are unaware of other insurance coverage, please instruct the provider to call Coordination of Benefits (COB) so the provider can get instructions on how to bill both insurances and receive payment. This department has a toll free number **1-800-562-6136**.

There are resources if you have paid for a service and feel that Medicaid should have covered or if you are told you must pay for your child’s medical services please call 1-800-562-3022 prior to paying so you can discuss if you should be paying for services.

SOME MEDICAL SERVICES AVAILABLE

The following information outlines some of the major services covered by the medical coupon. If you have any questions/concerns regarding any coverage issues call HRSA’s toll free helpline – 1-800-562-3022

■ Dental | 1-800-562-3022

The Medicaid dental program provides quality dental and dental-related services to eligible clients.

ABCD – is a dental program for young children up to six years old (ABCD stands for Access to Baby and Child Dentistry). When your baby’s first tooth appears, call Within Reach (known as Health Mothers Healthy Babies) at 1-800-322-2588. Within Reach will help you find a dentist in your area.

Dental care for foster children 7 years old and older includes routine exams, cleaning, x-rays, fillings and extractions (pulling teeth).

In some counties it can be hard to find dentists. If you need help finding a dentist, call the HRSA’s helpline (1-800-562-3022) for a list of dentists who may take your medical ID card. You can also ask your friends or your doctor for names of dentists who will take your foster child’s medical ID card. If you need help with transportation to the dentist, call HRSA’s helpline. Children with cleft palate or other serious dental problems can sometimes get orthodontic care. Orthodontic services are very limited – they are only for medically necessary care. Call the HRSA’s helpline to find out what orthodontic services might be available for your child.



**Please refer to
your Foster Care
Reference Card
for all of
the toll free
phone numbers.**

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■ **Equipment and Supplies | 1-800-562-3022**

You can obtain many types of medical equipment and supplies with your foster child's medical coupon. Some examples of equipment are wheelchairs, hospital beds, and bathroom equipment. Some examples of supplies are alcohol wipes, gauze, and diapers.

You will need a prescription from your doctor or other medical provider to get the medical supplies and equipment that are covered by CNP, MNP or GA. When you show the prescription, the pharmacy or medical equipment store will send the bill to HRSA (they may need to get an okay from HRSA before ordering some types of medical equipment).

■ **Pharmacy | 1-800-562-3022**

In most cases, your foster child's Medical Assistance coverage will pay for prescriptions written by his/her doctor. There are no co-pays. Just take your prescription and medical ID card to a pharmacy. Sometimes the pharmacy will need to get an okay from HRSA to fill a prescription. The pharmacy will let you know if this happens and how long it will take.

■ **Foster Childs Medicaid Eligibility | 1-800-562-3109**

If you have any issues/concerns with your foster child's medical eligibility please call our foster child eligibility unit at: 1-800-547-3109

- Foster Care # 1-800-547-3109 (remain on the line for the next available Foster Care eligibility worker to assist you)
- If you need a copy of the child's/children's Medical ID card, call Foster Care number
- Foster Care Relative placement children can request an exemption from managed care plans by calling Foster Care 1-800 -547-3109
- All children placed in a licensed Foster Care home will receive an open Medical ID card (fee for service)
- If there is an address change for the Foster Child, to ensure you receive the monthly Medical ID card please call 1-800-547-3109 to report the address change.
- Foster parents can call 1-800-547-3109 to request that a Medical ID card be faxed to a pharmacy or physician's office
- Foster parents should never pay for medical services
- Customer Services # 1-800-562-3022 for questions related to billing, durable medical, pre-authorization requests
- If a medical or pharmacy provider informs you that the child has private insurance have them call 1-800-562-6136